

THE CLAIMS

1. (Currently Amended) A method for decision analysis and resolution, wherein an event is associated with a root cause of the event, the method comprising the steps of:
relating a solution to the ~~event~~ root cause based on the ~~root cause~~ event;
determining whether the solution can resolve the ~~event~~ root cause automatically;
~~automatically~~ autonomously resolving the ~~event~~ root cause when the event can be resolved automatically; and
providing information for resolving the ~~event~~ root cause to a user when the event cannot be resolved automatically.
2. (Currently Amended) The method of claim 1, wherein the step of relating ~~[[a]] the~~ solution to ~~[[a]] the~~ root cause includes utilizing a solutions catalog.
3. (Currently Amended) The method of claim 1, wherein the step of relating ~~[[a]] the~~ solution to ~~[[a]] the~~ root cause includes chaining a series of solution objects to the root cause.
4. (Currently Amended) The method of claim 1, wherein the step of relating ~~[[a]] the~~ solution to ~~[[a]] the~~ root cause includes interoperating with a trouble ticket system.
5. (Currently Amended) The method of claim 1, wherein the events are related to object oriented constructs, wherein the object oriented constructs include underlying intelligence, wherein the intelligence includes relationships between the underlying object oriented constructs, wherein the step of determining whether the solution can resolve the ~~event~~ root cause automatically utilizes the intelligence and the relationships to evaluate the validity of the solution.
6. (Currently Amended) The method of claim 5, wherein the validity of the solution is based upon previous success in resolving the ~~event~~ root cause and descriptions of the related root cause.
7. (Cancelled).

8. (Currently Amended) The method of claim 1, wherein the step of determining whether the solution can resolve the ~~event~~ root cause automatically includes determining whether ~~[[a]]~~ the root cause has a statistically significant correlation with a defined set of tasks leading to a resolution of the ~~event~~ root cause.

9. (Currently Amended) The method of claim 1, wherein the step of determining whether the solution can resolve the ~~event~~ root cause automatically includes using object-oriented constructs.

10. (Currently Amended) The method of claim 1, wherein the step of determining whether the solution can resolve the ~~event~~ root cause automatically includes allowing a user to prevent automated resolution.

11. (Currently Amended) The method of claim 1, wherein the step of automatically resolving the ~~event~~ root cause includes providing information to a user by updating a trouble ticket.

12. (Currently Amended) The method of claim 1, wherein the step of providing information for resolving the ~~event~~ root cause to ~~[[a]]~~ the user includes presenting the user with suggested corrective actions.

13. (Currently Amended) The method of claim 1, wherein the step of providing information for resolving the ~~event~~ root cause to ~~[[a]]~~ the user includes evaluating the strength of relationships between a root cause construct and a resolution construct.

14. (Currently Amended) The method of claim 1, wherein the step of providing information for resolving the ~~event~~ root cause to ~~[[a]]~~ the user includes utilizing an object oriented model to define object constructs, wherein the constructs are then presented to the user.

15. (Currently Amended) The method of claim 1, wherein the step of providing information for resolving the ~~event~~ root cause to ~~[[a]]~~ the user includes a visualization of the information for resolving the ~~event~~ root cause.

16. (Currently Amended) The method of claim 1, wherein the step of providing information for resolving the ~~event~~ root cause to ~~[[a]]~~ the user includes a visualization of the information for resolving the ~~event~~ root cause, wherein the visualization includes providing an overlay, wherein the overlay offers information about the ~~event~~ root cause.

17. (Currently Amended) The method of claim 1, wherein the step of providing information for resolving the ~~event~~ root cause to ~~[[a]]~~ the user includes providing a searchable knowledge base.

18. (Currently Amended) The method of claim 1, wherein the step of providing information for resolving the ~~event~~ root cause to ~~[[a]]~~ the user includes presenting a probability, wherein the probability is indicative of the success of the solution.

19. (Currently Amended) The method of claim 1, wherein the method is practiced in a network, further including the step of revising the network based on data generated while resolving the ~~event~~ root cause.

20. (Currently Amended) The method of claim 19, wherein the step of revising the network includes revising a datastore within the network based on the ~~event~~ root cause resolution.

21. (Original) The method of claim 1, wherein the method is practiced in a network, further including the step of distributing solutions in the network.

22. (Original) The method of claim 1, wherein the method is practiced in a network, further including the step of creating heuristics related to the solution, wherein the heuristics are configured to be available within the network to evaluate proposed solutions.

23. (Original) The method of claim 1, wherein the event is associated with a security fault.

24. (Original) The method of claim 1, wherein the event is associated with a network operational fault.

25. (Currently Amended) A network system configured to resolve network problem events correlated to root causes in an object-oriented environment, comprising:

a resolution module configured to generate a proposed response to ~~the~~ a detected event root cause; and

a solution module configured to resolve the detected event root cause using the proposed response,

wherein the resolution module is configured to cooperate with the solution module to automatically implement the proposed response, and

wherein the resolution module is configured to cooperate with the solution module to present the proposed response as a suggested response to resolve the detected event root cause.

26. (Original) The system of claim 25, further including a user input module configured to allow a network user to initiate implementation of the proposed response.

27. (Currently Amended) The system of claim 25, wherein the resolution module further includes a heuristics module configured to track proposed responses to detected ~~events~~ root causes.

28. (Currently Amended) The system of claim 27, wherein the heuristics module is configured to correlate proposed responses to successful and unsuccessful resolutions of detected ~~events~~ root causes.

29. (Currently Amended) The system of claim 28, wherein the heuristics module is configured to solicit new responses to detected ~~events~~ root causes based upon previous successful resolutions of similar detected ~~events~~ root causes.

30. (Currently Amended) The system of claim 28, wherein the heuristics module is configured to present suggested responses to detected ~~events~~ root causes based upon previous successful resolutions of similar detected ~~events~~ root causes.

31. (Currently Amended) The system of claim 27, wherein the heuristics module is configured to generate automated responses to detected ~~events~~ root causes based upon previous successful resolutions of similar previously selected responses.

32. (Currently Amended) The system of claim 31, wherein the heuristics module is configured to generate the automated responses based upon a predetermined success threshold for previously detected ~~events~~ root causes.

33. (Original) The system of claim 32, wherein the heuristics module is configured to generate automated responses based upon previous optional responses once a success threshold for the previous optional responses has been reached.

34. (Currently Amended) A computer-readable medium having stored thereon a sequence of instructions for decision analysis and resolution of an event associated with a root cause, the instructions, when executed by a computing device, cause the computing device to perform a method comprising the steps of:

relating a solution to the ~~event~~ root cause based on the ~~root cause~~ event;

determining whether the solution can resolve the ~~event~~ root cause automatically;

~~automatically~~ autonomously resolving the ~~event~~ root cause when the event can be resolved automatically; and

providing information for resolving the ~~event~~ root cause to a user when the event cannot be resolved automatically.

35. (Currently Amended) The computer-readable medium of claim 34, wherein the instructions for relating ~~[[a]] the~~ solution to ~~[[a]] the~~ root cause comprise instructions for utilizing a solutions catalog.

36. (Currently Amended) The computer-readable medium of claim 34, wherein the instructions for relating ~~[[a]] the~~ solution to ~~[[a]] the~~ root cause comprise instructions for chaining a series of solution objects to the root cause.

37. (Currently Amended) The computer-readable medium of claim 34, wherein the instructions for relating ~~[[a]] the~~ solution to ~~[[a]] the~~ root cause comprise instructions for interoperating with a trouble ticket system.

38. (Currently Amended) The computer-readable medium of claim 34, wherein the ~~events~~ root causes are related to object oriented constructs, wherein the object oriented constructs include underlying intelligence, and wherein the intelligence includes relationships between the underlying object oriented constructs, the computer readable medium further comprising instructions which cause the computing device to perform the steps of:

determining whether the solution can resolve the ~~event~~ root cause automatically; and
utilizing the intelligence and the relationships to evaluate the validity of the solution.

39. (Currently Amended) The computer-readable medium of claim 38, wherein the validity of the solution is based upon previous success in resolving the ~~event~~ root cause and descriptions of the related ~~root cause event~~.

40. (Cancelled).

41. (Currently Amended) The computer-readable medium of claim 34, wherein the instructions for determining whether the solution can resolve the ~~event~~ root cause automatically comprise instructions for determining whether ~~[[a]] the~~ root cause has a statistically significant correlation with a defined set of tasks leading to a resolution of the ~~event~~ root cause.

42. (Currently Amended) The computer-readable medium of claim 34, wherein the instructions for determining whether the solution can resolve the ~~event~~ root cause automatically comprise instructions for using object-oriented constructs.

43. (Currently Amended) The computer-readable medium of claim 34, wherein the instructions for determining whether the solution can resolve the ~~event~~ root cause automatically comprise instructions for allowing ~~[[a]] the~~ user to prevent automated resolution.

44. (Currently Amended) The computer-readable medium of claim 34, wherein the instructions for automatically resolving the ~~event~~ root cause comprise instructions for providing information to ~~[[a]] the~~ user by updating a trouble ticket.

45. (Currently Amended) The computer-readable medium of claim 34, wherein the instructions for providing information for resolving the ~~event~~ root cause to ~~[[a]] the~~ user comprise instructions for presenting the user with suggested corrective actions.

46. (Currently Amended) The computer-readable medium of claim 34, wherein the instructions for providing information for resolving the ~~event~~ root cause to ~~[[a]] the~~ user comprise instructions for evaluating the strength of relationships between a root cause constructs and a resolution construct.

47. (Currently Amended) The computer-readable medium of claim 34, wherein the instructions for providing information for resolving the ~~event~~ root cause to ~~[[a]] the~~ user includes utilizing an object oriented model to define object constructs, wherein the constructs are then presented to the user.

48. (Currently Amended) The computer-readable medium of claim 34, wherein the instructions for providing information for resolving the ~~event~~ root cause to ~~[[a]] the~~ user comprise instructions for a visualization of the information for resolving the ~~event~~ root cause.

49. (Currently Amended) The computer-readable medium of claim 34, wherein the instructions for providing information for resolving the ~~event~~ root cause to ~~[[a]] the~~ user comprise instructions for visualizing the information for resolving the ~~event~~ root cause, wherein visualizing comprises providing an overlay, wherein the overlay offers information about the ~~event~~ root cause.

50. (Currently Amended) The computer-readable medium of claim 34, wherein the instructions for providing information for resolving the ~~event~~ root cause to ~~[[a]] the~~ user comprise instructions for providing a searchable knowledge base.

51. (Currently Amended) The computer-readable medium of claim 34, wherein the instructions for providing information for resolving the ~~event~~ root cause to [[a]] ~~the~~ user comprise instructions for presenting a probability, wherein the probability is indicative of the success of the solution.

52. (Currently Amended) The computer-readable medium of claim 34, wherein the computer readable medium resides in a network, further comprising instructions for revising the network based on data generated while resolving the ~~event~~ root cause.

53. (Currently Amended) The computer-readable medium of claim 52, wherein the instructions for revising the network comprise instructions for revising a datastore within the network based on the ~~event~~ root cause resolution.

54. (Previously Presented) The computer-readable medium of claim 34, wherein the computer readable medium resides in a network, further comprising instructions for distributing solutions in the network.

55. (Previously Presented) The computer-readable medium of claim 34, wherein the computer readable medium resides in a network, further comprising instructions for creating heuristics related to the solution, wherein the heuristics are configured to be available within the network to evaluate proposed solutions.

56. (Previously Presented) The computer-readable medium of claim 34, wherein the event is associated with a security fault.

57. (Previously Presented) The computer-readable medium of claim 34, wherein the event is associated with a network operational fault.

58. (Currently Amended) A system for decision analysis and resolution, wherein an event is associated with a root cause, the system comprising:

means for relating a solution to the ~~event~~ root cause based on the ~~root-cause~~ event;

means for determining whether the solution can resolve the ~~event~~ root cause automatically;

means for ~~automatically~~ autonomously resolving the ~~event~~ root cause when the event can be resolved automatically; and

means for providing information for resolving the ~~event~~ root cause to a user when the event cannot be resolved automatically.

59. (Currently Amended) The system of claim 58, wherein the means for relating [[a]] the solution to [[a]] the root cause comprises means for utilizing a solutions catalog.

60. (Currently Amended) The system of claim 58, wherein the means for relating [[a]] the solution to [[a]] the root cause comprises means for chaining a series of solution objects to the root cause.

61. (Currently Amended) The system of claim 58, wherein the means for relating [[a]] the solution to [[a]] the root cause comprises means for interoperating with a trouble ticket system.

62. (Currently Amended) The system of claim 58, wherein the ~~events~~ root causes are related to object oriented constructs, wherein the object oriented constructs comprise underlying intelligence, wherein the intelligence comprises relationships between the underlying object oriented constructs, and wherein the means for determining whether the solution can resolve the ~~event~~ root cause automatically comprises means for utilizing the intelligence and the relationships to evaluate the validity of the solution.

63. (Currently Amended) The system of claim 62, wherein the validity of the solution is based upon previous success in resolving the ~~event~~ root cause and descriptions of the related ~~root cause~~ event.

64. (Cancelled).

65. (Currently Amended) The system of claim 58, wherein the means for determining whether the solution can resolve the ~~event~~ root cause automatically comprises means for determining whether ~~[[a]]~~ the root cause has a statistically significant correlation with a defined set of tasks leading to a resolution of the ~~event~~ root cause.

66. (Currently Amended) The system of claim 58, wherein the means for determining whether the solution can resolve the ~~event~~ root cause automatically comprises means for using object-oriented constructs.

67. (Currently Amended) The system of claim 58, wherein the means for determining whether the solution can resolve the ~~event~~ root cause automatically comprises means for allowing ~~[[a]]~~ the user to prevent automated resolution.

68. (Currently Amended) The system of claim 58, wherein the means for automatically resolving the ~~event~~ root cause comprises means for providing information to ~~[[a]]~~ the user by updating a trouble ticket.

69. (Currently Amended) The system of claim 58, wherein the means for providing information for resolving the ~~event~~ root cause to ~~[[a]]~~ the user comprises means for presenting the user with suggested corrective actions.

70. (Currently Amended) The system of claim 58, wherein the means for providing information for resolving the ~~event~~ root cause to a user comprises means for evaluating the strength of relationships between a root cause constructs and a resolution construct.

71. (Currently Amended) The system of claim 58, wherein the means for providing information for resolving the ~~event~~ root cause to ~~[[a]]~~ the user comprises means for utilizing an object oriented model to define object constructs, wherein the constructs are then presented to the user.

72. (Currently Amended) The system of claim 58, wherein the means for providing information for resolving the ~~event~~ root cause to ~~[[a]] the~~ user comprises means for visualizing the information for resolving the ~~event~~ root cause.

73. (Currently Amended) The system of claim 58, wherein the means for providing information for resolving the ~~event~~ root cause to ~~[[a]] the~~ user comprises means for visualizing the information for resolving the ~~event~~ root cause, wherein the visualizing means comprises means for providing an overlay, and wherein the overlay offers information about the ~~event~~ root cause.

74. (Currently Amended) The system of claim 58, wherein the means for providing information for resolving the ~~event~~ root cause to ~~[[a]] the~~ user comprises means for providing a searchable knowledge base.

75. (Currently Amended) The system of claim 58, wherein the means for providing information for resolving the ~~event~~ root cause to ~~[[a]] the~~ user comprises means for presenting a probability, wherein the probability is indicative of the success of the solution.

76. (Currently Amended) The system of claim 58, wherein the computer readable medium resides in a network, the system further comprising means for revising the network based on data generated while resolving the ~~event~~ root cause.

77. (Currently Amended) The system of claim 52, wherein the means for revising the network comprises means for revising a datastore within the network based on the ~~event~~ root cause resolution.

78. (Previously Presented) The system of claim 58, wherein the computer readable medium resides in a network, the system further comprising means for distributing solutions in the network.

79. (Previously Presented) The system of claim 58, wherein the computer readable medium resides in a network, the system further comprising means for creating heuristics related to the

solution, wherein the heuristics are configured to be available within the network to evaluate proposed solutions.

80. (Original) The system of claim 58, wherein the event is associated with a security fault.

81. (Original) The system of claim 58, wherein the event is associated with a network operational fault.

82. (Currently Amended) A computer-implemented method for analyzing and resolving a fault within a computing system, comprising the steps of:

associating the fault with a root cause;

relating a solution to the ~~fault~~ root cause based on the ~~root-cause~~ fault;

automatically resolving the ~~event~~ root cause, by the computing system, if the root cause has a statistically significant correlation with a set of tasks leading to the solution; and

providing information for resolving the ~~event~~ root cause to a user if the root cause does not have a statistically significant correlation with any set of tasks leading to the solution.